

# Employee Self Service Q&A

## **What is Employee Self Service?**

Employee Self Service (ESS) is an added feature of the state's personnel and payroll application, the Human Resource Management System. ESS gives you secure, password-protected access to:

- View, print, or save an e-copy of any of your earnings statements for the current year.  
**Note:** This feature will be fully implemented in 2008. In 2007, you can only access statements back to June 25, 2007.
- View, print, or save an e-copy of the final earnings statement for the previous year.  
**Note:** This service is only available between January 1 and May 1.
- View and update your permanent and mailing address.
- View and update your emergency contact information.
- View and update your e-mail address (for E-Recruiting).

## **Can I access ESS from any computer?**

Yes. Employee Self Service is accessed through the web, which means you can get to it from any computer anywhere. State agencies are encouraged to provide a link on their agency intranet home page. You can also get to it from the Department of Personnel's website ([www.dop.wa.gov/employees/](http://www.dop.wa.gov/employees/)).

## **What if I forget my User ID or password?**

Your User ID is your eight-digit personnel number. This is the number that is printed in the upper right corner of your earnings statement.

If you forget your password, contact the designated support person for your agency (this could be a help desk or someone in your HR office). You will be sent a new password. The first time you enter ESS you will be asked to enter this password, then immediately create a new password that only you will know.

## **What if I don't have access to a computer or the Internet?**

It will be up to agencies to build a plan to transition to a more paperless environment. Like they do today, agencies will work with their employees who do not have electronic access to ensure their access to information is maintained. For example, most agencies will maintain alternate paper processes for employees to update their address and emergency contact information.

## **When I update my addresses in ESS, what will this affect?**

You can update both your permanent residence and mailing addresses. This information automatically will be updated in the Health Care Authority (HCA) and Department of Retirement System (DRS) records.

It is important to use your home address as your permanent address as the insurance system determines employee eligibility for certain health care benefits based on the permanent address and the **county** field. This address is used for any HCA mailings and is also the address sent to the various health and insurance plan vendors.

DRS uses the mailing address if there is one, otherwise the permanent address is used.

If your mailing address is the same as your permanent address, then you don't need to fill out a mailing address.

**Will my address for savings bonds also be updated?**

No. You will need to continue to contact your payroll office to update your address for savings bonds.

**How soon are address changes effective?**

Address changes made by the 15<sup>th</sup> of the month will be reflected on your earnings statement for the 25<sup>th</sup>. Address changes made by the end of the month will be reflected on your earnings statement for the 10<sup>th</sup>.

For all other purposes, address changes are effective the next business day.

**Will anyone else be able to see my personal information through ESS?**

No. You are the only one who can view your information through ESS. Your agency HR staff will have the same access to employee information that they currently have, through the regular payroll and personnel screens.

**Will earnings statements from previous pay periods be available for viewing through ESS?**

Yes. You can view, print, or save an e-copy of any of your earnings statements for the current year. **Note:** This feature will be fully implemented in 2008. In 2007, you can only access statements back to June 25, 2007. In addition, between January 1 and May 1, you can view, print, or save an e-copy of the final earnings statement for the previous year.

**Will ESS enable the state to eliminate the printed earnings statements and go paperless?**

The goal is to move to paperless earnings statements at some point in the future. Going paperless would result in considerable cost savings for the state. The Department of Personnel and the Department of Information Services will work with agencies to determine the logistics and timing for going paperless for an entire agency.